State of California
Employment Training Panel

Training Proposal for:

Hitchcock and Holcombe, Inc. DBA Continental Training Center

Agreement Number: ET09-0234

Panel Meeting of: **October 17, 2008**

ETP Regional Office: **Sacramento**   Analyst: K. Ohta

PROJECT PROFILE

Contract
Type: Retrainee

               Priority/Retrainee

               Retrainee<100

               Priority/Retrainee <100

Industry
Sector(s):   Various Industries

Counties
Served: Alameda, Contra Costa, El Dorado, Fresno, Los Angeles, Marin, Napa, Placer, Sacramento, San Francisco, San Diego, San Joaquin, San Mateo, Salinas, Santa Clara, Shasta, Solano, Sonoma, Tulare, Yolo, and Yuba

Repeat
Contractor: ☒ Yes ☐ No

Union(s):   ☐ Yes ☒ No

Priority
Industry: ☒ Yes ☐ No

Turnover Rate %	Manager/ Supervisor %
≤20%	≤20%

FUNDING DETAIL

Program Costs	Support Costs	Total ETP Funding		In-Kind Contribution
$729,000	$50,400	$779,400		$900,000

TRAINING PLAN TABLE

Job No.	Job Description	Type of Training	Average No. of Trainees	Range of Hours		Average Cost per Trainee	Post-Retention Wage
				Class / Lab	CBT		
1	Retrainee	Computer Skills	100	40	- 0 -	$641	$13.58
				Weighted Avg: N/A			
2	Priority/Retrainee	Computer Skills	100	40	- 0 -	$770	$13.58
				Weighted Avg: N/A			
3	Retrainee <100	Computer Skills	25	40	- 0 -	$941	$13.58
				Weighted Avg: N/A			
4	Priority/Retrainee <100	Computer Skills	25	40	- 0 -	$1,112	$13.58
				Weighted Avg. N/A			
5	Retrainee	Computer Skills	125	24 – 60	- 0 -	$641	$13.58
				Weighted Avg. 40			
6	Priority/Retrainee	Computer Skills	125	24 - 60	- 0 -	$770	$13.58
				Weighted Avg. 40			
7	Retrainee <100	Computer Skills	100	8 – 60	- 0 -	$941	$13.58
				Weighted Avg. 40			
8	Priority <100	Computer Skills	100	8 – 60	- 0 -	$1,112	$13.58
				Weighted Avg. 40			
9	Retrainee	Advanced Technology	100	40	- 0 -	$941	$14.00
				Weighed Avg. N/A			
10	Priority/Retrainee	Advanced Technology	100	40	- 0 -	$1,112	$14.00
				Weighted Avg. N/A			

Minimum Wage by County: $14.02 for Alameda, Contra Costa, Los Angeles, Marin, San Francisco, San Mateo, and Santa Clara counties; $13.58 for Sacramento County; $13.37 for San Diego County; and $12.85 for El Dorado, Fresno, Napa, Placer, San Joaquin, Salinas, Shasta, Solano, Sonoma, Tulare, Yolo and Yuba counties.

Health Benefits: ☒ Yes ☐ No   This is employer share of cost for healthcare premiums – medical, dental, vision.

Used to meet the Post-Retention Wage?: ☐ Yes ☐ No ☒ Maybe

Participating employers may use health benefits to meet the Post-Retention Wage.

Other Benefits: Vary among participating employers

Wage Range by Occupation	
Occupation Title	Wage Range
Administrative Staff	
Administrative Technicians	
CAD Operators	
Designer	
Manager/Supervisors	
Marketing	
Network Administrators/Engineers	
Programmer	

INTRODUCTION

In this proposal, Hitchcock and Holcombe, Inc. DBA Continental Training Center (Hitchcock and Holcombe) seeks funding for retraining as outlined below:

In business since 1999, Hitchcock and Holcombe is an accredited privately owned training agency which provides computer related training to corporations, non-profit organizations; and state and county agencies. Hitchcock and Holcombe's training concentrates on improving computer skills and increasing efficiency, enabling trainees to promote into new positions with greater responsibilities.

Hitchcock and Holcombe is eligible to contract with ETP a training agency under California Unemployment Insurance Code Section 10205 (c) (2).   The proposal is to provide Computer Skills and Advanced Technology training to 900 incumbent workers of companies facing out-of-state competition. Approximately 50% of the trainees participating in the proposal are employed with companies with less than 100 employees. According to representatives, 85% of ETP-funded training will take place at each participating employers facilities, while the remainder 15% will take place at Hitchcock and Holcombe's facilities in Citrus Heights.

Employer Demand

Due to increased competition and changes in the manufacturing processes, the participating employers must improve quality, reduce cost, increase productivity, and meet customer demands.   In particular, small business employers do not have the resources to upgrade the skills of their employees.

PROJECT DETAILS

Hitchcock and Holcombe coordinates curriculum development, using training needs assessments, to determine the current level of trainee skills and, working with management from each participating employer, to determine the most valuable training for their trainees. Further customization and employer feedback is accomplished through progress evaluations conducted during training and a final evaluation provided to trainees after each course.

Some of the participating employers have participated in ETP-funded training in the past, but the employees participating in this proposal will be newly hired or will receive training in different courses than in previous Agreements.

Hitchcock and Holcombe is proposing to provide the following training:

Computer Skills CAD software, advanced 3-D, and 4-D modeling, drawing and photo software, operating systems, managing a help desk, supporting networking systems, and web development applications will be provided to enable participating employers to improve employee productivity and help trainees to stay abreast of the latest office automation technologies.

Office Automation curriculum will be restricted to businesses with less than 100 employees since it consists of basic computer skills modules.

Advanced Technology

Hitchcock and Holcombe requests Advanced Technology reimbursement of $22 and $26 an hour for Job Numbers 9 & 10. All trainees who will be provided Advanced Technology training are network administrators/engineers, designers, administrative technicians, and Information Technology (IT) support staff in IT departments with the participating employers. All AT training uses sophisticated software and is highly technical training for computer professionals. With newly acquired IT skills, trainees can administer and manage IT systems, build new applications, and stay competent in the latest IT technologies, increasing the competitiveness of their employer. According to company representatives this type of training, provided by certified trainers, typically costs $400 - $600 a day per person.

Class size will be capped at 10 trainees to allow in-depth coverage and personal attention from the instructor.

BPPVE Certification

The Bureau of Private Post-secondary Education (BPPVE) became inoperative effective June 30, 2007. However, the Panel has been accepting certificates that were valid when BPPVE ceased to operate on June 30, 2007 and are, thereby, grandfathered in operation. The grandfathered certificates remain in effect through January 1, 2009.

Hitchcock and Holcombe hold a BPPVE certificate that did not lapse until May 1, 2008. Thus, Hitchcock and Holcombe is eligible for ETP funding/per the grandfather provision.

Commitment to Training

Hitchcock and Holcombe representatives state that the training will not displace existing training provided by employers. Participating employers do not have a formal training program established for their employees on a consistent and continuous basis. Training that is offered by employers is informal on-the-job training, offsite seminars, safety training, and new hire orientation. Classes cover subjects such as sexual harassment prevention, safety, human resources, and first aid.

RECOMMENDATION

For the reasons set forth above, staff recommends approval of this proposal.

ACTIVE PROJECTS

The following table summarizes performance by Hitchcock and Holcombe under an active ETP Agreement:

Agreement No.	Approved Amount	Term	No. Trainees (Average)	No. Completed Training	No. Retained
*ET07-0272	$917,698	02/06/07- 02/05/09	1,112	780	480

*Hitchcock and Holcombe anticipate earning 95% of the total Agreement amount. During the development of this proposal 300 trainees are in the middle of the 90-day post retention period and will complete retention on or around August 22, 2008.

PRIOR PROJECTS

The following table summarizes performance by the Hitchcock and Holcombe under ETP Agreements that were completed within the last five years.

Agreement No.	Location (City)	Term	Approved Amount	Payment Earned
*ET05-0103	Citrus Heights	07/05/04 - 07/04/06	$546,445	$423,771
**ET06-0250	Citrus Heights	02/07/06 - 02/06/08	$553,080	$435,062

* Hitchcock and Holcombe earned 78% of this Agreement amount.
**Hitchcock and Holcombe earned 80% of this Agreement amount.

DEVELOPMENT SERVICES

N/A

ADMINISTRATIVE SERVICES

N/A

TRAINING VENDORS

N/A

Exhibit B: Menu Curriculum

Class/Lab Hours

40 hours for Job Numbers 1 – 4
24 - 60 hours for Job Numbers 5 & 6
 8 - 60 hours for Job Numbers 7 & 8

Computer Skills

Office Automation
- Operation Systems
- Microsoft Office
- Visio
- Lotus Notes
- Word Perfect
- FrontPage

PC Networking Upgrade
- Installing New Operations System
- Implementing DNS
- Setting Up Active Directory
- Creating Physical Structure of Active Directory
- Administering Active Directory
- Upgrading Existing Networks
- Deploying Operating System to Desk PCs
- Managing Desktop Environments
- Managing Software
- Installing and Configuring Terminal Services
- Configuring Remote Access
- Implementing Disaster Protection

AT Hours

40 Hours for Job Numbers 9 & 10

Win 2000, XP Pro, Vista
- Introduction to Windows 2000 and Architecture and Performance
- Deployment Considerations and Procedures
- Mass Deployment Strategy and Application Installation
- Disk Management
- Plug and Play, Bus Support, ACPI, and Hardware
- Device Management and Administering User Accounts
- The Desktop Environment and Network Services
- Dial-Up Networking and Managing Web Services
- Local Group Policy and Shares and NTFS Permissions
- Offline Folders and Printer Administration
- Performance Monitoring and Enhancement
- Troubleshooting

Win 2000, 2003, 2007 Server
- Introduction to Windows 2000 Server
- Installing Windows 2000 Server
- Automated Installation Methods
- Disk Management
- Active Directory

Win 2000, 2003, 2007 Server (continued)
- User and Group Management
- File Resources
- Group Policy Objects
- Plug and Play in Windows 2000
- Device Management
- Terminal Services
- TCP/IP
- TCP/IP Services
- Remote Access Services
- Virtual Private Networking

Internet Connection Sharing and Network Address Translation
- Internet Information Server 5.0
- Printer Administration
- Troubleshooting

Win 2000, 2003, 2007 Network Infrastructure
- DNS in a Windows 2000 Network Infrastructure
- DHCP in a Windows 2000 Network Infrastructure
- Remote Access in a Windows 2000 Network Infrastructure
- Network Protocols in a Windows 2000 Network Infrastructure
- WINS in a Windows 2000 Network Infrastructure
- IP Routing in a Windows 2000 Network Infrastructure
- Network Address Translation (NAT)
- Certificate Services

Win 2000, 2003, 2007 Active Directory
- Active Directory
- DNS for Active Directory
- Change and Configuration Management
- Deploy Windows 2000 by Using Remote Installation Services (RIS)
- Optimizing the Components of Active Directory
- Active Directory Security Solutions

Exchange Server 2000, 2003, 2007
- Introduction to Microsoft Exchange 2000
- Installing Microsoft Exchange 2000
- Administering Microsoft Exchange 2000
- Creating and Managing Storage Groups and Stores
- Creating and Managing Recipient Objects
- Creating and Managing Public Folders
- SMTP in Microsoft Exchange 2000

- Message Routing in Microsoft Exchange 2000
- Message Flow in Microsoft Exchange 2000
- Configuring Internet Protocols
- Accessing Microsoft Exchange 2000 with Outlook Web Access
- Configuring Instant Messaging

Designing a Microsoft Windows 2000, 2003, 2007 Directory Services Infrastructure

- Introduction to Designing a Directory Services Infrastructure
- Designing an Active Directory Naming Strategy
- Designing Active Directory to Delegate Administrative Authority
- Designing a Schema Policy
- Designing Active Directory to Support Group Policy
- Designing an Active Directory Domain
- Designing a Multiple Domain Structure
- Designing an Active Directory Site Topology
- Designing an Active Directory Infrastructure

Administering a Microsoft SQL Server 2000, 2003, 2007 Database

- SQL Server Overview
- Planning to Install SQL Server
- Managing Database Files
- Managing Security
- Performing Administrative Tasks
- Backing Up Databases
- Restoring Databases
- Monitoring SQL Server for Performance
- Transferring Data
- Maintaining High Availability
- Introducing Replication

Designing a Secure Microsoft Windows 2000, 2003, 2007 Network

- Assessing Security Risks
- Introducing the Windows 2000 Security Model
- Providing Secure Access to Local Network Users
- Planning Administrative Access
- Planning User Accounts
- Securing Windows 2000-Based Computers
- Securing File and Print Resources
- Securing Communication Channels on the Local Network
- Providing Secure Access to Non-Microsoft Clients
- Providing Secure Access to Remote Users and Offices
- Providing Secure Access Between Private and Public Networks
- Maintaining Security When Allowing Public Access to Your Private Network

Database Design, Creation & Application Development Using Access 2003, 2007

- Designing a Database
- Building a Database
- Querying a Database
- Designing Forms

- Generating Reports
- Controlling Data Entries
- Creating Flexible Queries
- Customizing Reports
- Sharing Data Across Applications
- Structuring Existing Data

Database Design, Creation & Application Development Using Access 2003, 2007

- Writing Advanced Queries
- Simplifying Tasks with Macros
- Maintaining an Access Database
- Integrating Access into Your Business
- Automating a Business Process with VBA
- Managing Switchboards
- Distributing and Securing Databases
- Sharing Databases Using a SharePoint Server

Crystal Reports/Crystal Server

- Create a report by using data from an existing database
- Locate and present data in a specified order
- Create groups to summarize report data
- Build formulas to add non-database data to a report and display data differently
- Format reports
- Enhance reports by adding and modifying elements in a report
- Create single data series charts
- Distribute report data to other users
- Create running totals in a report
- Build cross-tabs in your report
- Add subreports to a report
- Design a report that uses a drill-down
- Improve processing speed in your reports
- Chart single and multiple data series
- Report from Excel data
- Identify CE Architecture
- Server management
- Manage events server
- Manage server groups

Adobe (Graphic Design, Web Development, Video Teleconferencing and Networking)

- Acrobat
- Captivate
- Dreamweaver
- Flash
- Illustrator
- InDesign
- Photoshop
- Premiere
- Visual Communicator

Project Management, Project Server
- Creating a New Enterprise Project on the Project Server
- Resourcing an Enterprise Project
- Establishing the Project
- Managing Project Updates
- Managing Project-related Information
- Analyzing Enterprise Project Information

Project Management, Project Server
- Web Access
- Viewing Projects Over Enterprise Server
- Creating Project Plans
- Creating and Assigning Resources
- Project Plan

AutoCAD
- Getting Started
- Display Commands
- Drawing Setup
- Coordinates and Basic Drafting Tools
- Creating 2D Geometry
- Editing 2D Geometry
- Managing Object Properties
- CAD Construction Techniques
- Tacking and Object Snap
- Creating Text and Defining Styles
- Blocks
- Dimensions and Defining Styles
- Cross Hatching
- Page Setup and Layout
- Plotting
- Xref's

Land Development Desktop
- Introduction of Software Concepts
- Creating Projects and Using Prototypes
- Project Setup
- Program Customization
- Using and Managing COGO Points
- External Data References
- Alignments
- Working with Parcels
- Labeling Objects and Creating Object Tables
- Creating Surface Models
- Creating Watershed Models
- Displaying Surfaces
- Creating and Managing Contours
- Creating and Managing Surface Sections
- Calculating Volumes
- Managing Terrain Layers

- Performing Inquiries on Drawing Features

MicroStation
- Getting Started
- Mouse Configuration
- Display Commands
- Drawing Setup
- Coordinates and Basic Drafting Tools
- Creating 2D Geometry
- Editing 2D Geometry
- Managing Attributes
- CAD Construction Techniques
- Creating Text and Defining Styles
- Creating Cells
- Dimensioning
- Patterning
- Plotting
- Reference Files

Upgrading to AutoCAD 2009
- New Interface
- Design Center
- Copy and Paste Styles, Blocks, etc.
- Line Weights
- Modify Properties
- Dimensions
- Revised Dimension Style Interface
- Qleader
- Qdim
- Layout (was paper space)
- Creating and Using Non-Rectangular View Ports (in drawing layout)
- Creating Plot Style Table Files (with gray scales, filters)
- Working with Multiple Documents (running only one AutoCAD program)
- Polar Tracking
- Osnap Tracking
- New Osnaps: Parallel and Extension
- New Text Features
- Express Tools

PRINT OR TYPE

Company: Agilent Tech

Address: 10090 Foothill Blvd

City, State, Zip: Roseville CA 95747

Contact Person/Title: Larry Cohen, Human Resources

Telephone No.: 916-788-5672

Collective Bargaining Agreement(s): No

Total # of full-time company employees worldwide: 4500

Total # of full-time company employees in California: 4500

Estimated # of employees to be retrained or hired under this Agreement: 75

Company: Buzz Oates Management Services

Address: 8615 Elder Creek Rd

City, State, Zip: Sacramento, CA 95828

Contact Person/Title: Michael Borreli, HR

Telephone No.: 916-381-3600

Collective Bargaining Agreement(s): No

Total # of full-time company employees worldwide: 55

Total # of full-time company employees in California: 55

Estimated # of employees to be retrained or hired under this Agreement:20 - 25

Company: Henry Hill & Company

Address: 4 Financial Plaza Drive

City, State, Zip: Napa CA 94558

Contact Person/Title: Christina Grant, HR

Telephone No.: 707-224-6565

Collective Bargaining Agreement(s): No

Total # of full-time company employees worldwide: 117

Total # of full-time company employees in California: 97

Estimated # of employees to be retrained or hired under this Agreement:40

ETP 100B (06/06)

Participating Employers in Retrainee
Multiple Employer Contracts

Contractor's Name: Hitchcock and Holcombe, Inc. DBA
Continental Training Center

CCG No.: ET09-0234

Reference No: 08-0921

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Company: Korbel Bros Inc

Address: One California Drive

City, State, Zip: Yountville CA 94599

Contact Person/Title: Dave Beck, HR

Telephone No.: 707-824-7270

Collective Bargaining Agreement(s): No

Total # of full-time company employees worldwide: 750

Total # of full-time company employees in California: 520

Estimated # of employees to be retrained or hired under this Agreement: 150

Company: R H Phillips

Address: 26836 County Rd 12A

City, State, Zip: Esparto CA 95627

Contact Person/Title: Owen Smith, HR

Telephone No.: 530-662-3215

Collective Bargaining Agreement(s): No

Total # of full-time company employees worldwide: 35

Total # of full-time company employees in California: 35

Estimated # of employees to be retrained or hired under this Agreement:12

Company: Rabo Bank

Address: 916 Highland Pointe Drive # 350

City, State, Zip: Roseville CA 95678

Contact Person/Title: David Zeligson, HR

Telephone No.: 760-535-8538

Collective Bargaining Agreement(s): No

Total # of full-time company employees worldwide: 47,000

Total # of full-time company employees in California: 805

Estimated # of employees to be retrained or hired under this Agreement: 100

ETP 100B (06/06)

Contractor's Name: Hitchcock and Holcombe, Inc. DBA
Continental Training Center

CCG No.: ET09-0234

Company: Surewest

Address: 8150 Industrial Ave

City, State, Zip: Roseville CA 95678

Contact Person/Title: Warette Davis, HR

Telephone No.: 916-786-1911

Collective Bargaining Agreement(s): No

Total # of full-time company employees worldwide: 1145

Total # of full-time company employees in California: 1145

Estimated # of employees to be retrained or hired under this Agreement:100

Company: Vision Service Plan

Address: 3333 Quality Dr

City, State, Zip: Rancho Cordova, CA 95670

Contact Person/Title: Dawn Solem, HR

Telephone No.: 916-851-5038

Collective Bargaining Agreement(s): No

Total # of full-time company employees worldwide: 1900

Total # of full-time company employees in California: 1500

Estimated # of employees to be retrained or hired under this Agreement: 75 - 100

Company: Wells Fargo

Address: 3440 Walnut Ave

City, State, Zip: Fremont, CA 94538

Contact Person/Title: Patty Lauenroth, HR

Telephone No.: 925-681-5112

Collective Bargaining Agreement(s): No

Total # of full-time company employees worldwide: 30,000 +

Total # of full-time company employees in California: 5,000

Estimated # of employees to be retrained or hired under this Agreement: 200